

Key Benefits

- *Allows Callers to be Anonymous*
- *Accurate Relay of Information*
- *Stakeholder Feedback*
- *Gauge Employee Confidence*
- *Measure Consumer Confidence*
- *Protect Organizational Employees and Customers*
- *Protect Organizational Assets and Interests*
- *PCI-DSS Compliant*

Key Features

- *Sarbanes-Oxley (SOX) Hotlines*
- *Customer Relations Hotlines*
- *Employee Relations Hotlines*
- *Disaster Response*
- *Substance Abuse & Medical Emergency*
- *Data Exposure & Identity Theft*
- *Outbound Contact & Customer Follow-up*

Hotline Services

One of your IT engineers calls and says there is a bug in the latest software release. A pipe explodes at one of your plants and workers are injured. A hacker, perhaps a disgruntled employee, steals customer data and sells it to criminals. An ice storm delays flights, forcing passengers to miss connections. Or one of your business units is committing fraud.

The news may also be good – a staffer wants to find out more about a new position or a customer has an excellent suggestion for improving your product.

When these events and situations develop, AnswerNet’s Hotline Services can be your trusted third party to answer customer and employee calls, confidentially relaying the information to you and taking instructed action when necessary.



Our Hotline Services team works closely with your organization to establish documented protocols and reports for any type of call, helping you quickly handle or avoid charges of compliance violations, negative publicity, lawsuits, government investigations, steep fines and even prosecution.

AnswerNet’s agents accurately and responsibly record, re-transmit and report information, drawing from years of experience answering for leading corporations, law enforcement, social services agencies, and medical groups and facilities.

